

CLAIMS

1. A method for providing quality assessment services over a web-based network via an evaluation services system, said quality assessment services relating to call monitoring, the method comprising:

presenting a call monitor form template over said web-based network to a call monitor system in response to a request to evaluate a call representative, said call monitor form template comprising:

data entry fields operable for identifying at least one of:

a call being monitored;

a customer initiating said call; and

a call representative receiving said call; and

initiatives and scoring data fields operable for receiving evaluation data from said call monitor system;

receiving a completed call monitor form over said web-based network; and

making said completed call monitor form accessible to authorized individuals over said web-based network.

2. The method of claim 1, further comprising:

notifying a call center manager when exigent criteria is flagged by a call monitor via said call monitor template.

3. The method of claim 1, further comprising:

flagging an initiative wherein said evaluation services system automatically assigns an overall failing score for a call session when a data entry field associated with said initiative indicates a nonconformance.

4. The method of claim 1, wherein said receiving a completed call monitor form over said web-based network includes receiving a recording of a call session by electronic attachment, said recording corresponding to said call session.

5. The method of claim 1, wherein said call monitoring includes listening in on a communication between a consumer and a call representative, said communication occurring via at least one of:

- a telephone;
- a computer;
- a mobile communications device.

6. The method of claim 5, wherein said communication is live.

7. The method of claim 5, wherein said communication is pre-recorded.

8. The method of claim 1, wherein said data entry fields for identifying a call includes at least one of:

- a monitoring method;
- a call cause;
- a call type;
- a call category;
- a call sub-category; and
- a call resolution.

9. The method of claim 1, wherein call types include:

- activation;
- maintenance;
- misdirected; and
- misdirected but handled.

10. The method of claim 8, wherein said call category indicates whether a customer problem has occurred due to customer error or enterprise error.

11. The method of claim 8, wherein duplicate data entry fields for said call category, said call sub-category, and said call resolution are also presented to said call monitor, wherein data entered in said data entry fields are compared with data entered in said duplicate data entry fields operable for evaluating whether a call representative has correctly identified a customer issue.

12. The method of claim 1, wherein said data entry fields for identifying a customer include at least one of:

- a customer phone number;
- a customer type;
- a caller type; and
- an installation type.

13. The method of claim 1, wherein said initiatives include criteria for evaluating a call representative, said criteria associated with a service type selected by said call monitor system.

14. The method of claim 13, wherein said service type includes at least one of:

- a service desk;
- a repair desk;
- a billing desk; and
- a sales desk.

15. The method of claim 1, further comprising providing a follow up function operable for enabling a call monitor to reevaluate a call representative, said follow up function activated via a follow up field on said call monitor form, wherein when said follow up field is checked, a call monitor is queried to provide details on a time and a reason for said follow up.

16. The method of claim 1, further comprising:

presenting a completed call monitor form over said web-based network to an authorized individual; and

receiving edited data via said completed call monitor form, said edited data entered by said authorized individual.

17. The method of claim 1, further comprising:

generating a report using criteria selected by an authorized individual and data contained in at least one completed call monitor form, said criteria including at least one of:

scores by location;

scores by vendor;

scores by manager

scores by a time period;

scores for an individual call representative;

scores where a non-compliance occurred; and

average on hold time.

18. The method of claim 1, further comprising:

tracking call hold time associated with a call session.

19. A web-based system for providing quality assessment services, said quality assessment services relating to call monitoring, the web-based system comprising:

- a call representative system in communication with a calling system;

- a call monitor system in communication with said call representative system;

- an evaluation services application executing on a server in communication with said call monitor system, said evaluation services application including a call monitor template comprising:

 - data entry fields operable for identifying at least one of:

 - a call being monitored;

 - a customer initiating said call; and

 - a call representative receiving said call; and

 - initiatives and scoring data fields operable for receiving evaluation data from said call monitor system; and

- a data repository in communication with said server, said data repository storing completed call monitor forms.

20. A storage medium comprising machine-readable computer program code for providing quality assessment services over a web-based network via an evaluation services system, said quality assessment services relating to call monitoring, the storage medium including instructions for causing a computer to implement a method comprising:

presenting a call monitor form template over said web-based network to a call monitor system in response to a request to evaluate a call representative, said call monitor form template comprising:

data entry fields operable for identifying at least one of:

a call being monitored;

a customer initiating said call; and

a call representative receiving said call; and

initiatives and scoring data fields operable for receiving evaluation data from said call monitor system;

receiving a completed call monitor form over said web-based network; and

making said completed call monitor form accessible to authorized individuals over said web-based network.

21. The storage medium of claim 20, further comprising instructions for causing said computer to implement:

notifying a call center manager when exigent criteria is flagged by a call monitor via said call monitor template.

22. The storage medium of claim 20, further comprising instructions for causing said computer to implement:

flagging an initiative wherein said evaluation services system automatically assigns an overall failing score for a call session when a data entry field associated with said initiative indicates a nonconformance.

23. The storage medium of claim 20, wherein said receiving a completed call monitor form over said web-based network includes receiving a recording of a call session by electronic attachment, said recording corresponding to said call session.

24. The storage medium of claim 20, wherein said call monitoring includes listening in on a communication between a consumer and a call representative, said communication occurring via at least one of:

- a telephone;
- a computer;
- a mobile communications device.

25. The storage medium of claim 24, wherein said communication is live.

26. The storage medium of claim 24, wherein said communication is pre-recorded.

27. The storage medium of claim 20, wherein said data entry fields for identifying a call includes at least one of:

- a monitoring method;
- a call cause;
- a call type;
- a call category;
- a call sub-category; and
- a call resolution.

28. The storage medium of claim 20, wherein call types include:

- activation;
- maintenance;
- misdirected; and
- misdirected but handled.

29. The storage medium of claim 27, wherein said call category indicates whether a customer problem has occurred due to customer error or enterprise error.

30. The storage medium of claim 27, wherein duplicate data entry fields for said call category, said call sub-category, and said call resolution are also presented to said call monitor, wherein data entered in said data entry fields are compared with data entered in said duplicate data entry fields operable for evaluating whether a call representative has correctly identified a customer issue.

31. The storage medium of claim 20, wherein said data entry fields for identifying a customer include at least one of:

- a customer phone number;
- a customer type;
- a caller type; and
- an installation type.

32. The storage medium of claim 20, wherein said initiatives include criteria for evaluating a call representative, said criteria associated with a service type selected by said call monitor system.

33. The storage medium of claim 32, wherein said service type includes at least one of:

- a service desk;
- a repair desk;
- a billing desk; and
- a sales desk.

34. The storage medium of claim 20, further comprising instructions for causing said computer to implement:

providing a follow up function operable for enabling a call monitor to reevaluate a call representative, said follow up function activated via a follow up field on said call monitor form;

wherein when said follow up field is checked, a call monitor is queried to provide details on a time and a reason for said follow up.

35. The storage medium of claim 20, further comprising instructions for causing said computer to implement:

presenting a completed call monitor form over said web-based network to an authorized individual; and

receiving edited data via said completed call monitor form, said edited data entered by said authorized individual.

36. The storage medium of claim 20, further comprising instructions for causing said computer to implement:

generating a report using criteria selected by an authorized individual and data contained in at least one completed call monitor form, said criteria including at least one of:

scores by location;

scores by vendor;

scores by manager

scores by a time period;

scores for an individual call representative;

scores where a non-compliance occurred; and

average on hold time.

37. The storage medium of claim 20, further comprising instructions for causing said computer to implement:

tracking call hold time associated with a call session.